



P E R F O R M I N G A R T S S T U D I O

Stage Presence Liability & Policy Agreement

HOURS

- Monday–Thursday: 12:00pm – 8:00pm
- Friday: 12:00pm – 7:00pm
- Saturday/Sunday: 10:00am – 2:00pm

HOW TO CONTACT US

For scheduling changes, billing, missed lessons, rehearsal absence, late arrival, and/or early departure:

- Phone: (669) 271-2270
- Zoom Phone (for staff other than Jaymee & Joe during lessons): (669) 842-6881
- Lessons: info@mystagepresence.com
- Productions: productions@mystagepresence.com

Stage Presence no longer offers texting as a communication option.

Social Media:

- Facebook: facebook.com/mystagepresence
- Instagram: [@stage_presence](https://instagram.com/@stage_presence)

WELCOME TO STAGE PRESENCE

At Stage Presence, we focus on proper technique, building confidence, and preparing students realistically for auditions and performances.

- Vocal students are encouraged to prepare 1–2 songs per lesson so they remain accountable for their progress. Once we understand their style and range, we assign age-appropriate material.
Our instrumental program emphasizes music literacy and technical skill through repertoire-based learning.
- We do not measure value by casting outcomes. Instead, we celebrate callbacks, auditions, and the work our students accomplish right here in the studio.

We provide internal performance opportunities throughout the year, knowing that local children's theater casting is not always fair. Our studio is a place of hard work, fun, frustration, hope, and community—thank you for choosing to be part of it!

MANAGEMENT

- Jaymee Senigaglia & Joe Schaben: info@mystagepresence.com
 - Oversee curriculum, business operations, staff training, lessons, and performance activities.
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LOCATION & ZOOM

- Coach Zoom ID: 411 078 9827
 - San Jose Studio: 1717 Park Avenue, San Jose, CA 95126
 - San Francisco Location: 21st & Taraval (exact address provided upon booking)
 - Parking: If our lot is full, please use residential parking on the next street.
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PAYMENT

- Our pricing fluctuates with time and cost of living. Please refer to our website and booking system for the most up-to-date pricing.
 - Payment is due on the last day of each month and will be automatically deducted from the card on file.
 - It is the account holder's responsibility to keep billing information current. Expired or canceled cards must be updated immediately.
 - Declined cards will incur a \$25/day late fee. If payment is not received by the 3rd of the following month, lessons will be suspended and the student's regular time may be released at the studio's discretion until payment is resolved.
 - If the last day of the month falls on a holiday, charges will be processed on the previous business day.
 - Monthly students pay for four lessons per month and follow our Studio Calendar (which includes scheduled holidays and breaks). This means students may have between 3–5 lessons in a given month depending on the day of the week their lesson is scheduled.
 - Please refer to the SP Calendar (linked in your welcome email) for studio events and holiday breaks.
 - Each school year begins in September at Stage Presence.
 - No make-up lessons are offered for holiday closures or scheduled studio breaks.
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MEMBERSHIP CHANGES

- To change or cancel your membership, please email info@mystagepresence.com.
- Cancellations must be submitted in writing by the 1st of your final month. Tuition will be paid in full through the end of that month, and you may attend all scheduled lessons and rehearsals until your membership officially ends.
- Lessons do not roll over beyond your end date.
- Example: If you give notice on September 1, your membership ends September 30. If you give notice on September 2, your final month will be October and your membership will end on October 31.

- Summer travel: Regular lesson times can be held if tuition is paid. We will work with you to reschedule lessons before or after your trip so your spot is protected.
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COMMUNICATIONS

- All lessons/rehearsals are scheduled via Pike13. Please claim your account upon signup.
 - Parents can manage notifications, payments, photos, and waivers in Pike13. All studio communication occurs via email and our booking system only. No personal cell phone or social media contact is permitted.
 - Parents are required to read all studio communications.
 - Stage Presence Staff will set initial/recurring lessons; parents are responsible for ongoing reschedules via our system.
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STUDENT PREFERENCES

We strive to create an inclusive and affirming environment. Please let us know your child's preferred name and pronouns at any time, and our staff will gladly honor them.

LESSONS, CLASSES, CAMPS & SHOWS

Communicating with Instructors

- Lessons run back-to-back. Please use the start or end of lesson time for quick check-ins.
 - Coaches will follow up via our system/email if needed.
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Canceling & Rescheduling Lessons

- Lessons must be cancelled in our system at least 24 hours in advance to be eligible for a make-up or reschedule.
 - Cancellations made within 24 hours will not receive a make-up unless the student is sick.
 - Late arrivals: More than 5 minutes late to a 25-minute lesson or 10 minutes late to a 50-minute lesson—or no-call/no-shows—will result in a forfeited lesson.
 - If Stage Presence needs to move a lesson, we will notify you and reschedule at a mutually convenient time.
 - Same-day cancellations or no-shows (unless due to illness) are not eligible for make-ups.
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Sick Policy

- Please notify us by 10:00am the day of the lesson (ideally the night before) via email if a student is sick.
 - If your child stays home from school, we must be notified by 10:00am to issue a make-up.
 - Notifications after 10:00am are not eligible for a make-up aside from emergencies. Staff rely on this income; timely communication is essential for planning.
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Make-up Lessons

- Make-ups remain in the system for 60 days. They must be scheduled through our booking system and cannot be applied toward tuition.
 - Make-ups must be scheduled while actively enrolled and may be with a different instructor (often virtual). Declining a virtual make-up forfeits eligibility.
 - If no instructor is available within 60 days, the window will be extended.
 - Makeups cannot be rescheduled once scheduled in our system unless rescheduled by a staff member.
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Camps, Classes & Shows

- Refunds/cancellations must be requested before auditions (Day 1 of the program).
 - No refunds are granted after auditions.
 - Emergency drop-outs may receive a one-time future show voucher (valid 1 year), but not if withdrawing from multiple shows.
 - No refunds for scheduling conflicts or casting dissatisfaction.
 - Families are expected to behave professionally and accept roles with grace.
 - Stage Presence reserves the right to refuse service, remove participants, or deny refunds in cases of disrespect, threats, or legal action.
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SUBSTITUTES

Our instructors are working musicians with families and professional obligations. Occasionally, a substitute may cover a lesson. All substitutes are background-checked employees or trusted team members.

THEATER PERFORMERS & FIRST-TIME STUDENTS

- Rehearsal Conflicts: Please communicate all rehearsal conflicts as soon as schedules are received. If you require a major schedule change (such as shifting to a different lesson day), it is your responsibility to notify us in advance. Lessons cancelled last minute due to rehearsals will not receive make-ups unless the rehearsal was originally listed as TBD.
 - First-Time Students: For your first lesson, please prepare up to two songs you are comfortable with and love to sing. We can always look up music on YouTube if needed. All students are expected to come prepared with music to work on each week. We highly recommend keeping a working song list to pull material from.
 - Lesson Environment: Parents may not critique during lessons. It is essential that students experience a stress-free, supportive learning environment.
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COVID-19 POLICIES

- If mandated, lessons will switch to virtual with little notice.

- Students or household members testing positive must notify the studio and attend virtually until CDC clearance.
 - Do not attend in person if unwell. Lessons will be switched to virtual until recovery.
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LIABILITY

- Singing, acting, and dance carry inherent risks. By participating, you agree to release Stage Presence from liability and assume responsibility for risks of injury.
 - Stage Presence is not liable for lost/stolen items, property damage, or injuries outside the studio.
 - We reserve the right to refuse service at any time.
 - Students who threaten or harm others will be excused with no refund.
 - Respectful conduct toward staff is required at all times.
 - Stage Presence may use student images for marketing purposes.
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MEDICAL INFORMATION

Please notify us of any medical issues, medications, or learning differences we should be aware of.

INDEMNIFICATION

You agree to indemnify and hold harmless Stage Presence, its owners, staff, and contractors from any claims or damages arising out of participation.